



Janice K. Brewer, Governor
Anthony D. Rodgers, Director

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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

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March 3, 2009

Via Electronic Mail

James Stover
Medicaid Program Administrator
University Family Care
2701 E. Elvira Road
Tucson, AZ 85706

SUBJECT: UFC Administrative Measures

Dear Mr. Stover:

The Division of Health Care Management (DHCM) has reviewed the corrective action plan (CAP) that University Family Care (UFC) submitted regarding non-compliance with the AHCCCS administrative performance (telephone) standards. The CAP is approved as submitted. It is my understanding that UFC is currently on track to be in compliance with all administrative performance standards for the month of February. However, due to UFC being non-compliant with these standards for four consecutive months, the CAP is being posted on the AHCCCS website under Acute Care Administrative Actions.

The full website address is

<http://www.azahcccs.gov/Publications/ProviderTraining/ContractorOversight/Acute/AcuteAdmin.asp>

Should you have any questions please contact me. Thank you.

Sincerely,

Elizabeth Stackfleth
Operations & Compliance Officer
Division of Health Care Management